

California Housing Finance Agency Job Opportunity

Office Technician (Typing)

Salary Range	\$2510 - 3050
Final File Date	Until Filled
Unit	Loan Servicing Unit <i>Note this Unit on the front of your application.</i>
Specific Location	12 th & L Streets, Downtown Sacramento
Tenure & Timebase	Permanent & Full-time
Number of Positions	One
Travel	None
Questions?	Carol LiVecchi 916-327-5172 or clivecchi@calhfa.ca.gov
Who Should Apply	Individuals who are currently in this classification, eligible for lateral transfer or have list eligibility. Applications will be screened and only those that best meet the requirements of the job will be considered. <i>Appointment is subject to the provisions of SROA.</i>
How to Apply	Submit a standard State application form (resume may be attached) to: Carol LiVecchi California Housing Finance Agency P.O. Box 4034 Sacramento, CA 95812-4034 <i>Note on the front of your application that you're applying for the Office Technician (Typing) position in the Loan Servicing Unit.</i>
Duties	<p>Under the supervision of the Loan Servicing Manager (Housing Finance Officer), the Office Technician provides customer service to California Housing Finance Agency (CalHFA) borrowers in a high volume, call center-like environment; occasional overtime can be expected. In addition to excellent customer service skills such as tact, a patient and friendly disposition, and an appreciation of the sensitive nature of the work, this position requires excellent attendance. Duties include:</p> <p><u>Essential Functions:</u></p> <ul style="list-style-type: none"> 45% Performs customer services duties including answering telephone inquiries from borrowers requesting information on all phases of loan servicing, i.e., payment of taxes and insurance, escrow analysis, delinquent payments, recapture, pay off information, etc., and assist walk-in customers making mortgage payments and/or requesting information. 20% Opens, date stamp and distributes the mail and handles all returned items. 10% Identifies, verifies and logs requests for payoff statements in the notes area of each subordinate loan on the subordinate loan servicing system. 10% Prepares payoff statements and updates information over the phone to title companies, escrow companies, lending institutions and borrowers. 10% On a daily basis, runs all the computer reports from the remote job entry terminal. <p><u>Marginal Functions:</u></p> <ul style="list-style-type: none"> 5% Upon request, sends out copies of loan documents, customer service activity statements, year-end statements, etc., and performs other duties as required. <p><i>Equal Opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.</i></p> <p><i>It is the objective of the State of California to achieve a drug-free state workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.</i></p>
1/25/2005	